	<b>Agency Name</b>	Department of Social Services (DSS)
	<b>Chapter No./Name</b>	DSS Policy Manual
	<b>Part No./Name</b>	4/Human Resources
	<b>Section No./Name</b>	4-14/Miscellaneous Insurance Solicitation
	<b>Document No./Name</b>	4-14/Miscellaneous Insurance Solicitation
	<b>Effective Date</b>	07/01/03

## I. STATEMENT OF POLICY

It is the policy of the Department of Social Services to allow miscellaneous insurance solicitation throughout this department only by vendors that have an approved payroll deduction code from the Office of State Uniform Payroll (OSUP) and also have authorization for such solicitation.

## II. STATEMENT OF PURPOSE AND SCOPE

In order to assure consistency and uniformity throughout the Department of Social Services regarding miscellaneous insurance solicitation, this policy has been established. Administrators are responsible and accountable for enforcement of this policy. Miscellaneous insurance solicitation is a privilege, not a requirement. If companies do not comply with guidelines, this privilege can be discontinued.

This policy shall apply to all Offices within the Department of Social Services.

## III. ROLE OF THE DSS DIVISION OF HUMAN RESOURCE

The DSS Division of Human Resources will amend or revise policy as necessary.

Questions regarding DSS miscellaneous insurance solicitation procedures or complaints or violations for non-adherence to the procedures should be directed to the DSS Division of Human Resources.


## IV. DEFINITIONS

Miscellaneous insurance solicitation - insurance such as health, life, disability, dental, legal services, offered to employees through payroll deduction that have been approved and assigned codes by OSUP. This does not include the Flexible Benefits Plan and health and life insurance plans administered by the Office of Group Benefits (OGB) or the State of Louisiana Public Employees Deferred Compensation Plan.

Office manager - the manager or designee in an office location who is responsible for authorizing and/or coordinating the activities with vendors who request permission to solicit approved products.

## V. DETAILED PROCEDURES

- A. Vendors wanting to solicit must have a payroll deduction code and the product being offered must be the specific product that received approval for solicitation.

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- B. If an office manager/designee is contacted regarding "on site" solicitation, he/she must refer to the most recent listing of miscellaneous insurance vendors/products approved for payroll deductions to verify authorization. The DSS Division of Human Resources should be contacted if there is any doubt in this area.
- C. The office manager/designee must provide the Vendor's Sales Coordinator a copy of this policy and have him/her acknowledge receipt before allowing the "on-site" visit (see Acknowledgement of Receipt of Insurance Solicitation Policy Form).
- D. Each individual vendor will be allowed up to two (2) solicitation visits per calendar year. The vendor's representative must remain in a designated area set forth by the office manager/designee, and the representative is not allowed to contact employees by phone during duty hours or visit in areas where employees work. Group presentations are not allowed.

Promotional material provided by the vendor may be posted on bulletin boards but cannot be distributed to individual employees by any means.

- E. The office manager/designee will inform all employees by e-mail and/or by postings on bulletin boards of the date, time, and location of the vendor's visit. The correspondence must contain the following information:

*Employees interested in obtaining information on (type of benefits) may do so during break periods, lunch periods and/or before or after scheduled working hours. Employees who are unable to attend or, due to time constraints, unable to complete an enrollment transaction during the approved times must make arrangements with the representative to conclude the business outside of working hours. Offerings by this vendor are completely voluntary; however, employees electing to participate must have their premiums paid through payroll deductions. Although the Department of Social Services has a policy to allow authorized vendors to present their approved products to employees, the Department does not endorse any offering.*

*Employees have full responsibility for knowledge of the products or services they are purchasing and must obtain a clear understanding of all the terms of their contracts from the vendor's representative. The Department's only responsibility is to assure that the payroll deductions are made in accordance with the signed payroll deduction authorization form, SED-4 (see sample Notification of Insurance Solicitation Form).*

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## VI. GENERAL PROVISIONS

The “headquarters” Human Resources Division/Section in each Office will not process any miscellaneous insurance payroll deductions in the ISIS-Human Resources System without the signatures of the vendor representative and employee on the OSUP Payroll Deduction Authorization Form (SED-4) unless otherwise directed.

Any changes or corrections that are due to the SED-4 being completed incorrectly by the vendor representative must be handled between the vendor and the employee.

No changes or corrections will be processed without an SED-4 signed by the representative and the employee.

No cancellations requested by the vendor will be processed without an SED-4 signed by the representative and the employee.

No cancellations of all products requested by the employee will be processed without a written dated statement from the employee, and the employee must forward a copy of the letter to the vendor.

An employee must contact the vendor and complete an updated SED-4 if he/she has more than one product with the vendor and wishes to cancel only one.

An employee’s signature is not required when a correction to an SED-4 results in no change in total semi-monthly premium (no increase or decrease).

## VII. EXCEPTIONS

This policy does not apply to the Flexible Benefits Plan and health and life insurance plans administered by the Office of Group Benefits (OGB) or the State of Louisiana Public Employees Deferred Compensation Plan. Informational meetings for these programs may be scheduled during work hours and interested employees will be allowed to attend.